



South Australian Native Title Services

Position Description

Position Title: Business Services Manager	Level: Contract	Division: Business Services
Reports To: Chief Executive Officer		Direct Reports: 14 (6 direct, 8 indirect)
Primary Objective:		
<p>South Australian Native Title Services (SANTS) is a company limited by guarantee and established under s203FE(1) of the <i>Native Title Act 1993</i> (Cth) to be the Native Title Service Provider (NTSP) for South Australia to carry out all the functions of a representative body as set out in S203B of the Act. SANTS works co-operatively with a range of other native title providers, corporate bodies, clients and employees to deliver the SANTS Strategic Plan.</p> <p>The Business Services Manager manages the Business Services team. The Business Services team exists to deliver excellent services through all operations and working relationships which includes; human resources, organisational capability, communications, corporate & administrative services, legal secretariat, finance and strategic planning. The Business Services Manager is an Executive Manager at SANTS, responsible for directing and leading in the area of Business Services which impacts on the overall service delivery at SANTS. As an Executive Manager, this role works across the organisation to achieve consistency in management and leadership to ensure all related functions support SANTS in achieving the organisations strategic objectives.</p> <p>All positions within South Australian Native Title Services (SANTS) are dependent upon continued funding from the Australian Government and the South Australian State Government. Given the sensitivity of the work of SANTS we are obliged to undertake a background check of applicants. In applying for the position, approval is given for SANTS to undertake necessary investigations satisfying employment, financial and criminal records checks.</p> <p>Key Objectives include:</p> <ol style="list-style-type: none"> I. Executive management responsibilities in consultation with the Chief Executive Officer (CEO) II. Deliver effective and compliant organisational capability outcomes across the organisation for employees and our Clients. III. Develop and lead change management initiatives to ensure smooth change processes are undertaken and employee buy in achieved. IV. Coordinate highly effective human resource management processes that result in SANTS achieving its strategic objectives. 		

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- V. Recommend decisions in relation to SANTS compliance with industrial instruments to ensure all such risks are minimised and through Enterprise Bargaining processes.
- VI. Manage the Business Services team to ensure excellence in operation and the delivery of an efficient and reliable service for the SANTS organisation.
- VII. Oversee SANTS Workplace, Health and Safety and return to work functions, ensuring appropriate mechanisms are in place to support workers and avoid risk throughout the organisation.
- VIII. Oversee and manage the risk management process at SANTS.
- IX. Oversee finance function and external suppliers (including all corporate services suppliers) to ensure growth in capability, consistency and compliance.
- X. Oversee Administrative Services function and communications functions to ensure practical, efficient, cost effective, and consistent outcomes for all clients and employees.
- XI. Manage all service provider contracts and insurance requirements and claims.
- XII. Ensure effective and efficient information management services.
- XIII. Manage Information Technology proactively through outsourced service provider.
- XIV. Review, update, and deliver corporate policy suite to organisation ensuring relevance, legal compliance and understanding.

Position Dimension and Decision Making Authority:	Key Communication Contacts:		
<p>Without referral to the Chief Executive Officer:</p> <ul style="list-style-type: none"> • Operational expenditure within budget • Staff Disciplinary and Counselling matters • Policy and procedure development • Complex/sensitive industrial relations decisions <p>After Consultation with the Chief Executive Officer:</p> <ul style="list-style-type: none"> • Approval of new policies, procedures and processes • Strategic direction setting <p>Referred to Chief Executive Officer:</p> <ul style="list-style-type: none"> • Capital expenditure 	Contact/Organisation	Purpose/Frequency of Contact	
	Chief Executive Officer/Board	Daily/Weekly	<ul style="list-style-type: none"> • Direction and achievement of all accountabilities and to provide overall support and feedback.
	Other Managers	Daily	<ul style="list-style-type: none"> • To provide leadership, advice and expert recommendations around human resources and business services in line with strategic direction.
	Staff	Daily /Weekly	<ul style="list-style-type: none"> • To provide support, assistance, and information.
	Suppliers and Contractors	As Required	<ul style="list-style-type: none"> • To provide and receive information and manage services.

Key Accountabilities:		
Key Result Area	Duties may include but are not limited to;	Performance Measures:
Business Services (General)	<p>In consultation with the Chief Executive Officer, review the needs of the organisation and make recommendations around required changes and additions needed to meet business objectives.</p> <p>Develop, implement and lead a range of change management processes to ensure SANTS initiatives are introduced in a smooth and effective manner, and that employees feel empowered and comfortable to participate in organisational change and transitional processes.</p> <p>Work with CEO and Executive Management Team to ensure the SANTS Team achieves compliance with policies and procedures, including providing and promoting professional development opportunities in accordance with the SANTS Strategic Plan and direction.</p> <p>Manage the Business Services Team to ensure excellence in service delivery</p> <p>Manage the communications activities of SANTS to ensure Client satisfaction and the development of an internal communication strategy.</p> <p>Manage delivery of IT, Assets, Administrative Support, and WH&S functions to ensure effective outcomes.</p> <p>Manage Information Management processes at SANTS through leadership and regular project reviews.</p> <p>Lead and coordinate the recruitment and selection processes for SANTS.</p> <p>Develop and maintain SANTS policies and procedures, including managing implementation and review processes are required.</p> <p>Develop a range of operational human resources processes and systems (including performance management, succession planning, recognition and reward) to drive a high performance work culture through the organisation, including overseeing Enterprise bargaining processes.</p> <p>Maintain SANTS personnel records and oversee the maintenance of the organisations soft and hard copy employee records.</p>	<p>Quality of change management plans and processes</p> <p>Recruitment process cost</p> <p>Time to fill positions</p> <p>Quality of retention strategies recommended</p> <p>Turnover rates</p> <p>Adherence of HR initiatives with SANTS strategic objectives</p> <p>Accuracy of administrative outputs</p> <p>90% of administrative tasks to be actioned in a timely manner</p> <p>Quality of personnel records</p> <p>Output of Annual Report</p> <p>Compliance with WH&S Policies and Processes</p> <p>Client and Employee Satisfaction</p>

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<p>Finance (specific)</p>	<p>Oversee finance function to ensure proactive, consistent, compliant, legal, managed financial practices that will support governance and not for profit structure (working directly with CFO).</p> <p>Develop and maintain accounting procedures and financial guidelines to assist with compliance and best practice finance initiatives.</p> <p>Ensure Accountant and CFO provide timely and accurate financial statements and reporting to the CEO and external organisations.</p> <p>Work with the Leadership Team on financial and SANTS wide initiatives.</p> <p>Ensure Accountant and CFO run a successful audit</p> <p>Work with CEO on budget preparation.</p>	
<p>Training and Professional Development</p>	<p>Perform bi-annual training needs analyses of the business and report on gaps and priority areas to ensure all staff have the capacity to perform their role at a high level.</p> <p>Research, develop and deliver training programs to managers and staff on a range of people management and good working relationship areas to build capacity within the organisation.</p> <p>Provide advice to Managers around effective training strategies and approaches and make recommendations around current training modules.</p> <p>Monitor and track training expenditure across the organisation and implement measures to assess if such expenditure is delivering a sound return on investment for the organisation.</p>	<p>Training Plan effectiveness</p> <p>Training participant feedback</p>
<p>Employment Relations</p>	<p>Provide expert advice to Board, Management and employees on range of industrial issues such as terms and conditions of employment, enterprise agreement interpretation and rights and responsibilities to ensure industrial risk is minimised.</p> <p>Ensure SANTS is compliant with all relevant industrial instruments and pieces of legislation through regular auditing and review processes.</p> <p>Partner with Managers in performance and disciplinary management processes to ensure adherence to legislative requirements and the principles of procedural fairness.</p> <p>Manage formal complaint and grievance management processes in a timely and effective manner to ensure the prompt and appropriate resolution of matters.</p>	<p>Industrial risk aversion</p> <p>Senior Manager feedback</p> <p>Compliance audit results</p>

	<p>Mediate and facilitate effective outcomes in employee conflict matters to maintain good working relationships at all times.</p> <p>Make recommendations to the Chief Executive Officer around potential industrial risks and management strategies the organisation may use to address such risks, including Enterprise Bargaining strategies.</p> <p>Liaise with relevant government and private bodies to resolve industrial people management issues and represent SANTS at hearings and forums.</p>	
Leadership and Management	<p>Manage Business Services team, work program, processes and overall functions.</p> <p>Demonstrate leadership at practical, strategic, legal and policy levels.</p> <p>Actively participate in and contribute to the realisation of a positive work environment.</p> <p>Manage and oversee the Performance Management process for the Business Services team (and wider SANTS from a co-ordination perspective).</p> <p>Actively provide leadership in SANTS internal forums, staff meetings and other relevant activities.</p> <p>Participate and manage in Project Teams as necessary.</p> <p>Ensure employees within Business Services (and overall SANTS) team are supported and developed to achieve their work objectives and the objectives of the SANTS Organisation.</p> <p>Engage and supervise external consultants as necessary.</p>	<p>Demonstrate leadership and ability to integrate knowledge with broader strategic, policy and operational objectives.</p> <p>Achievement of SANTS goals and objectives.</p>
Workplace, Health and Safety	<p>Provide Leadership in the area of Workplace, Health and Safety by exercising due diligence and ensuring compliance with Workplace, Health and Safety legislation.</p> <p>Ensure a WHS Management System is implemented and maintained</p> <p>Oversee the risk assessment processes for all tasks, procedures and activities undertaken in the workplace</p> <p>Identify and assess hazards and risks in work areas under their control</p> <p>Ensure risk control measures are identified, developed and implemented in consultation with affected staff.</p>	<p>Leadership in Workplace, Health and Safety.</p> <p>Performance measures that may include:</p> <ul style="list-style-type: none"> • Annual training. • Risk Assessments or use of a documented risk management processes • Review or workplace procedures, including inducting Staff appropriately and ensuring consultation. <p>Ensuring the appointment of appropriate Safety personnel e.g. Fire Wardens, First Aid officers</p>

	<p>Ensure adequate instruction, information, supervision and training for staff, contractors and volunteers to perform their work in a safe manner.</p> <p>Consult, cooperate and coordinate activities to ensure workplace, health and safety is managed appropriately.</p> <p>Exercise due diligence in ensuring SANTS duties are complied with under Workplace, Health and Safety legislation.</p>	
Equal Employment Opportunity	<p>A commitment to the principles of equal opportunity, diversity and mutual respect for SANTS clients, employees and our business. Leadership in providing equal opportunities to all employees with merit based selection and ensuring employees achieve their full possible potential whilst working at SANTS.</p>	<p>Positive Diversity Statistics</p> <p>Merit based selection in all recruitment processes</p>
SANTS Specific	<p>Some inter and intrastate travel may be required dependent on client needs.</p> <p>Due to the not for profit nature of our work, employees may be required at times to provide support to other parts of the SANTS business (within the context of their skills and capabilities) in order to provide the best service possible to our clients.</p> <p>An interest in Aboriginal cultures and working in partnership in the field of Native Title is an important element of all roles at SANTS.</p> <p>Any other duties as required within the context of skill set.</p>	N/A

Key Challenges	Qualifications and Experience	Core Competencies
<ul style="list-style-type: none"> Balancing competing priorities Maintaining up to date employment relations knowledge in a changing industrial landscape Leading contentious change management programs 	<ul style="list-style-type: none"> Tertiary qualifications in Management or Business or equivalent (human resources, management, accounting, commerce or other relevant discipline). Studies towards post graduate qualifications (desirable). 5- 8 years experience in a Manager role. At least 3 years experience in managing teams/being a senior manager in a relevant industry. Leadership and strategic planning experience. Understanding of sound governance procedures. Demonstrated ability to manage HR or other project initiatives relevant to Business Services. High level of computer literacy; sound working knowledge of Microsoft Office software Return to work certification (desirable) 	<ul style="list-style-type: none"> Excellent interpersonal and verbal communication skills Analysis and problem solving skills Sound level of numeracy and demonstrated attention to detail Demonstrated ability to work flexibly within tight time schedules and in accordance with variable workload demands Strong time management and organisational skills Resilience during times of change. Self motivated and driven

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	<ul style="list-style-type: none"> • Strong experience working with a range of industrial instruments • Sound experience developing and delivering a variety of training programs • Experience working with and communicating with Aboriginal people. • Experience in a diverse workplace. • Demonstrated knowledge of and commitment to the principles and practices of Equal Employment Opportunity, and Workplace Health and Safety. • Training and qualifications in the area of workplace, health and safety (preferable). 	
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Acceptance:		
<p>I understand and agree that this Position Description gives a general outline of the duties and that from time to time, it may be necessary for SANTS to amend the position requirements in response to the changing nature of the work environment (in accordance with SANTS Policies and Procedures and the SANTS Enterprise Agreement). I acknowledge that I have been given reasonable time to read and consider this Position Description and confirm that I understand and agree to perform the duties in this Position Description.</p>		
Name: <hr/>	Signature: <hr/>	Date: <hr/>